

## Conflict Resolution Training – 1 Day course

### Aim

The aim of this course is to learn how to manage challenging customers naturally, using your existing resources & skills.

### Key Learning points

- Master unique techniques to avoid and defuse conflict
- Use skilled language patterns that defuse situations
- Identify 'the bait' and respond skilfully
- Recognising and dealing with behaviour patterns
- Methods in dealing with behavioural issues
- Issues relating to drug, alcohol and mental health
- Employ a staggeringly effective 'fear control' technique that will enable you to be calm when it matters!
- Verbalise your needs and gain respect
- Exude confidence when dealing with situations
- Build colleague support strategies

This course is a rare opportunity for you to learn something special. These skills will become an integral part of your process so that you can deal with situations more effectively.

### Course Programme

Content	Knowledge	Benefit
BC dynamic circle <sup>TM</sup>	Flexible options model	Creative solutions
Catch up stream	The bigger picture	Avoid escalation
Identify the 'Bait'	Notice the triggers	Proactive methodology
Environmental Risk	Tactical awareness	Stay safe
BC assertion model <sup>TM</sup>	How to verbalise your needs	Direct communication
Boundary Setting	Skills to manage behaviour	Feel in control
Language Patterns	Language skills to defuse	Calm negotiation
Fear control	How to remain calm at all times	Stay calm & in control
Practical application	Real-life strategies	Take away solutions

Participants will feel more in control and manage difficult customer behaviour with confidence.

### Accreditation

Blue Concept Training Certified Course